

# The switch to digital is happening...

## How do you keep your emergency telephones working?

The telecoms network is undergoing an upgrade, with fibre lines being rolled out across the country to replace copper lines. This is good news for internet speed, but not for the emergency phones in your lifts.

The vast majority of the lift emergency telephones installed in the UK are analogue, so they require DTMF tones to function correctly. Fibre lines cannot transmit these specific frequency tones and they also do not carry power, so during a power-cut the telephone line will fail and leave the emergency telephone inoperative.



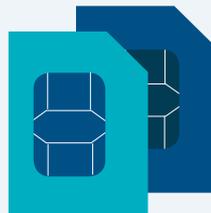
Stop Sell: No more copper lines will be installed in the area. It also means that there will be no availability for additional lines, no working line takeovers and the communications provider (for example BT, Virgin etc.) will become fixed.

## How do I get my lifts ready for the switch?

The best solution is to move to mobile network technology with devices that have in-built battery backup. Our solution is not just a regular GSM unit; our Digital Communication Platform (DCP) offers multiple benefits that can be taken advantage of now or in the future.



The DCP can give you access to remote monitoring where you can easily check EN81-28 compliance. Test calls are logged and alerts can be set up for immediate attention.



We offer roaming, non-steered SIM card packages providing the strongest network signal all of the time. We manage the SIM cards and renewals for you.



The DCP can also connect to other lift devices to provide data on lift usage statistics, lift status, compliance, remote lift tests and more.

# Easily check and maintain the best signal strength at all times



Check signal strength on site using the DCP's in-built signal tester. In areas where signal is very poor we can also install internal and external hi-gain antennas

## What do you need?

### Memcom+ Upgrade

If you already have a Memcom+ installed... what can you do?



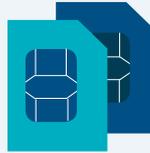
Memcom+

+



DCP

+



Fully managed  
SIM card

The DCP is a voice and data gateway that allows Memcom+ to use the mobile network. This also means that you can manage and monitor the Memcom+ online

## The Fully Digital Solution

The full future-proof digital solution with extra benefits.



TOC Digital Audio Unit (DAU)

+



DCP

+



Fully managed  
SIM card

The DCP Emergency Communication System provides a fully digital solution offering multiple benefits:

- No risk of corrupted DTMF tones
- Full remote configuration and monitoring options
- No analogue to digital conversion required



We use the Cisco Jasper IoT remote monitoring platform to manage your SIM card and ensure connectivity is maintained 24/7

Our UK customer service team is on hand to help if there are ever any questions or issues



In partnership with Avire UK

Ideal Lifts Service Ltd  
Unit 5D Cranmere Road  
Exeter Road Industrial Estate  
Okehampton, Devon, EX20 1UE

T: 01837 659 734  
E: [service@ideallifts.com](mailto:service@ideallifts.com)

